

March 1, 2004

Mary L. Cottrell, Secretary  
MA Department of Telecommunications and Energy  
One South Station  
Boston, MA 02202

Re: Bay State Gas Company CY 2003 Service Quality Report, D.T.E. 04-12

Dear Ms. Cottrell:

Enclosed please find Bay State Gas Company's ("Bay State" or "Company") CY 2003 Service Quality Report ("CY 2003 SQ Report"). This SQ Report reflects the Massachusetts Department of Telecommunications and Energy's ("Department") directives set forth in its February 25, 2004, memorandum regarding the appropriate filing format for service quality reports ("Memorandum").

The Company's CY 2003 SQ Report has been organized in the following manner:

**Section One: Form A**

- Page 1 – Penalty Provisions Requirements
- Page 2 – Additional Reporting Requirements

**Section Two: Historic Information**

- Page 1 – Summary of BSG SQ Performance – Penalty Provisions
- Page 2 - Summary of BSG Capital Spending
- Page 3 - Summary of BSG Unaccounted For Gas
- Page 4 – Summary of BSG/NUI Staffing
- Page 5 – Summary of BSG Customer Satisfaction Survey Results

**Section Three: CY 2003 Back-up Data**

- Page 1 –TSF (Non-Emergency and Emergency)
- Page 2 - Service Appointment Kept
- Page 3 - On-Cycle Meter Reads
- Page 4 - Consumer Division Case
- Page 5 - Billing Adjustments
- Page 6 - Lost Time Accident Rate and Restricted Work-Day Rate
- Page 7 - Response to Odor Calls
- Page 8 - Consumer Survey
- Page 9 - Customer Service Guarantees

## **Appendix A: CY 2003 Capital Spending Detail**

The Company has met all of its targets associated with penalty-related service quality measurement categories. Therefore, Bay State has not incurred any penalties during the CY 2003 Reporting Period.

Please date stamp a copy of this letter for our files, and return in the enclosed envelop. Also, please feel free to contact me at (508) 836-7267 should you have any questions concerning this filing.

Sincerely,

Stephen H. Bryant

cc: Jody Stiefel, Esq. (one copy)  
Glenn Shippee (six copies)  
Carol Wasserman, DOER  
Joseph Rogers, Esq.  
Patricia M. French, Esq.

**Bay State Gas Company  
Service Quality Report for CY 2003  
D.T.E. 04-12  
Section One**

**BAY STATE GAS COMPANY**

**FORM A**

<b>CY 2003 Historical Data Cross Reference List</b>	<b>PENALTY PROVISIONS</b>	<b>Years in Database 1/</b>	<b>Mean and Benchmark</b>	<b>Performance in 2003</b>	<b>Comments</b>
<b>Section 3, Page 1</b>	<b>Telephone Answering Factor Within 30 Seconds (%)</b>	5	Mean - 69.3% Benchmark - 64.0%	73.0%	
<b>Section 3, Page 1</b>	<b>Telephone Answering Factor Within 20 Seconds (%)</b>	1	Mean - 67.8%	70.7%	The Company began collecting data on this measure during 2002.
<b>Section 3, Page 1</b>	<b>Emergency Answering Within 30 Seconds (%)</b>	5	Mean - 96.8% Benchmark - 94.7%	96.9%	
<b>Section 3, Page 1</b>	<b>Emergency Answering Within 20 Seconds (%)</b>	1	Mean - 91.4%	93.5%	The Company began collecting data on this measure during 2002.
<b>Section 3, Page 2</b>	<b>Service Appointments Kept (%)</b>	6	Mean - 97.5% Benchmark - 96.4%	99.3%	
<b>Section 3, Page 3</b>	<b>On-Cycle Meter Reads (%)</b>	10	Mean - 89.6% Benchmark - 86.6%	95.3%	
<b>Section 3, Page 4</b>	<b>Consumer Division Cases</b>	10	Mean - 1.6 Benchmark - 2.0	1.34	
<b>Section 3, Page 5</b>	<b>Bill Adjustments (\$/1000 customers)</b>	10	Mean - \$116.42 Benchmark - \$180.00	\$57.10	
<b>Section 3, Page 6</b>	<b>Lost Time Accident Rate (# of acc/200,000 employee hours)</b>	8	Mean - 3.84 Benchmark - 4.70	4.03	
<b>Section 3, Page 7</b>	<b>Response to Odor Calls (%)</b>	n/a	Target - 95%	97.7%	Historic information is not applicable as the benchmark is set by the DTE. Therefore, no mean was calculated.

Notes: 1/ See Section Two - Page 1 for a summary of BSG SQ performance history for each of these penalty-related measures.

**BAY STATE GAS COMPANY**

**FORM A (CONTINUED)**

CY 2003 Historical Data Cross Reference List	ADDITIONAL REPORTING REQUIREMENTS	Years in Database	Mean and Benchmark	Performance in 2003	Comments
Section 2, Page 4	Staffing Levels	10	Mean: 886	592	Per the Department's Letter Order dated May 28, 2002, pp. 3-4, no benchmark was established for this measure by the DTE. The Company notes that the reported staffing levels ending 12/31/03 do not reflect employees who still work in New England and are now Corporate Service employees, positions that were eliminated in New England and now performed in other locations, or temporary employees.
Section 3, Page 6	Restricted Work Day Rate (# of acc/200,000 employee hours)	n/a	n/a	3.97	Ten years worth of this data for this measure is not currently available. Therefore, no mean has been calculated. Also, no benchmark was established for this measure by the DTE.
1/	Property Damage > \$5K (#)	n/a	n/a	0	Ten years worth of this data for this measure is not currently available. Therefore, no mean has been calculated. Also, no benchmark was established for this measure by the DTE.
Section 2, Page 3	Unaccounted For Gas (Mcf)	12	Mean: 384,587	967,263	No benchmark was established for this measure by the DTE.
Section 2, Page 2 & Appendix A	Capital Expenditures (# of projects and total \$)	10	Total Mean: \$39,959,290 Reliability-Related Mean: \$12,377,235	Total: \$27,625,298 Reliability-Related: \$8,661,352	The Company has provided historic information on dollars spent associated with total capital invested and capital invested related to system-reliability. Please see both Section 2, Page 2 and Appendix A for additional information related to historic capital expenditures.
2/	Spare Component & Inventory Policy	n/a	n/a	n/a	Ten years worth of this data for this measure is not currently available. Therefore, no mean has been calculated. Also, no benchmark was established for this measure by the DTE.
3/	Customer Surveys (scale of 1-7):				
Section 3, Page 8	Random	6	n/a	6.2	Only six years worth of historic data is available for this measure, and both the questions and the scaling system are different for those historic surveys than the current requirements. Therefore, no mean has been calculated. Also, no benchmark was established for this measure by the DTE.
Section 3, Page 8	Calls	n/a	n/a	6.2	Ten years worth of this data for this measure is not currently available. Therefore, no mean has been calculated. Also, no benchmark was established for this measure by the DTE.
4/	Accidents	n/a	n/a	0	Ten years worth of this data for this measure is not currently available. Therefore, no mean has been calculated. Also, no benchmark was established for this measure by the DTE.
Section 3, Page 9	Customer Service Guarantees (#; total \$)	n/a	n/a	127;\$3,175	Ten years worth of this data for this measure is not currently available. Therefore, no mean has been calculated. Also, no benchmark was established for this measure by the DTE.

Notes: 1/ No backup data has been included in the CY 2003 SQ Report related to this measure, because no such property damage occurred.  
2/ Bay State Gas Company's current spare component and acquisition inventory practice is to stock spare components and repair parts in its warehouses for every size gas main in their operating locations. When Bay State installs a new size gas main, spare components and repair parts for the new gas main are put into the inventory system. Bay State Gas Company believes it is critical to stock spare components and repair parts for its distribution system. Operations managers, supervisors, and engineers along with purchasing and warehouse personnel work together to stock these materials as described above.  
3/ For historic data see Section 2, Page 5.  
4/ No backup data has been included in the CY 2003 SQ Report, because no such accidents were reported.

**Bay State Gas Company  
Service Quality Report for CY 2003  
D.T.E. 04-12  
Section Two**

## Bay State Gas Company

### D.T.E. 04-12 SUMMARY BSG SQ PERFORMANCE HISTORY PENALTY-RELATED MEASURES

SQI Measures	History <sup>1/</sup>											TARGET			Weight
	2002 <sup>6/</sup>	2001	2000	1999	1998	1997	1996	1995	1994	1993	1992	Sample Size	Mean (GOAL)	STD DEV (sample)	
<b>SERVICE &amp; BILLING:</b>															
TSF 30 seconds - Non-emergency	70.5%	75.8% <sup>2/</sup>	70.0%	61.0%	69.0%							5	69.3%	5.3%	6.25%
TSF 20 seconds - Non-emergency	67.8%											1			
TSF 30 seconds - Emergency calls	97.6%	97.7% <sup>2/</sup>	93.5%	96.2%	98.9%							5	96.8%	2.1%	6.25%
TSF 20 seconds - Emergency calls <sup>3/</sup>	91.4%											1			
Service Appointments Kept	99.4%	97.6%	96.9%	97.7%	96.8%	96.3%						6	97.5%	1.1%	12.50%
On-Cycle Meter Reads	95.9%	92.8%	87.0%	90.7%	88.4%	87.2%	88.4%	90.7%	88.5%	85.9%		10 <sup>4/</sup>	89.6%	3.0%	10%
<b>CUSTOMER SATISFACTION:</b>															
Consumer Division Cases/1000 Cust.	1.3	1.2	2.5	1.5	1.5	1.3	1.0	1.4	2.0	2.0	1.7	10 <sup>5/</sup>	1.60	0.4	5%
Billing Adjustments \$\$\$/1000 Cust.	\$115.91	\$218.55	\$202.55	\$139.20	\$174.27	\$75.79	\$47.54	\$71.96	\$113.2	\$65.2	\$55.9	10 <sup>5/</sup>	\$116.42	\$63.58	5%
<b>SAFETY:</b>															
Lost Time Accident Rate	3.97	3.28	2.97	3.00	4.98	3.34	4.05	5.16				8	3.84	0.86	10%
Response To Odor Calls (< 1 hr.)	98.6%	98.3%	97%	99%	97%	95%	96%	96%	95%	95%		n/a	95%		45%

100.00%

**Notes:**

<sup>1/</sup> Years 1995-1999 reported on a Fiscal Year basis. 2000 reported on an annualized basis according to DTE guidelines, because the corporation moved from a Fiscal Year to a Calendar Year. 2001 and 2002 data is reported on an Calendar Year basis.

<sup>2/</sup> Bay State does not have historical data for this measure prior to 2002. However, pursuant to the DTE's Letter Order dated May 28, 2002, Bay State ordered, installed and implemented a new data recording system to report Emergency Call data at 20 seconds in parallel to the 30 second reporting.

<sup>3/</sup> The results for 2002 were based on the 3 months of data that were gathered once the system to record this measure was installed.

<sup>4/</sup> The Order issued in DTE 99-84 stated that the target benchmark would be calculated using the most current 10 years of data. If 10 years of data is not available, the benchmark would be based on at least 3 years of data, which would be updated with new data each year until 10 years of data was available. The 10 years of data is now available for this measure. The Mean (target) and standard deviation for the On-Cycle Meter Reading is based on the years 1993-2002.

<sup>5/</sup> The Order issued in DTE 99-84 stated that the target benchmark would be calculated using the most current 10 years of data. If 10 years of data is not available, the benchmark would be based on at least 3 years of data, which would be updated with new data each year until 10 years of data was available. The 10 years of data is now available for this measure. The Mean (target) and standard deviation for both the Customer Satisfaction measures (Consumer Division cases and Billing Adjustments) is based on the years 1992-2001.

<sup>6/</sup> See the Company's response to data request DTE 3-07, Attachment A in Docket No. D.T.E. 03-10 for the most current 2002 reported performance data.

### SUMMARY - BSG CAPITAL SPENDING HISTORY

	Capital Investment Approved	Capital Investment Completed 3/	Capital Investment Related to System Maintenance Completed 1/	
			Replacements	Other Operations 2/
2003	\$26,186,456	\$27,625,298	\$7,792,356	\$868,996
2002	\$29,834,642	\$30,172,843	\$7,041,564	\$877,677
2001	\$30,919,100	\$30,345,827	\$8,350,584	\$1,507,899
2000	n/a	\$33,736,573	\$8,440,293	\$355,511
1999	n/a	\$67,672,862	\$10,214,548	\$13,826,372
1998	n/a	\$38,863,794	\$10,378,019	\$2,219,611
1997	n/a	\$45,161,844	\$10,172,475	\$4,318,887
1996	n/a	\$35,913,533	\$7,720,601	\$2,394,570
1995	n/a	\$40,214,893	\$6,643,926	\$3,316,512
1994	n/a	\$41,335,366	\$11,675,532	\$2,732,421
1993	n/a	\$48,509,355	\$12,973,537	\$3,049,468
Mean 4/	\$28,980,066	\$39,959,290	\$9,218,494	\$3,224,357
Combined Mean 4/			\$12,377,235	

1/ See Appendix A for a summary description of each type of capital project the Company completed, including those projects that related to maintaining transmission and distribution reliability. A list of specific system reliability-related projects can generally be found under two major categories of work, including REPLACEMENTS/PROTECTION and OTHER OPERATIONS/TECHNICAL OPERATIONS/ENGINEERING & FACILITIES, respectively, depending on the year.

2/ System reliability-related projects that fall under the major category headings of OTHER OPERATIONS/TECHNICAL OPERATIONS/ENGINEERING & FACILITIES generally include the following subcategories: Regulators, Plant Work, Small Projects, and Special Projects. The Company notes, however, that it has not specifically identified only system reliability projects in each of these years.

3/ The Company notes that Capital Investment Completed figures include Total Overhead dollars, while Capital Investment Related to System Maintenance Completed does not.

4/ The Mean and Combined Mean are calculated using all data reported.



**SUMMARY - BSG UNACCOUNTED FOR GAS HISTORY**  
(as reported in its Annual Report to the D.T.E. <sup>1/</sup>)

<u>YEAR</u>	<u>Gas</u> <u>Accounted</u> <u>For</u> (MCF)	<u>Gas</u> <u>Unaccounted</u> <u>For</u> (MCF)	<u>% Gas</u> <u>Unaccounted</u> <u>For</u>
2003 <sup>2/</sup>	68,345,875	967,263	1.40%
2002 <sup>2/</sup>	68,773,728	-95,467	0.14%
2001	63,345,695	-299,313	-0.47%
2000	38,941,581	383,435	0.98%
1999	38,155,282	-182,456	-0.48%
1998	52,287,702	-146,610	-0.28%
1997	55,426,325	1,121,343	1.98%
1996	52,763,777	-706,193	-1.36%
1995	57,600,907	705,443	1.21%
1994	51,625,599	119,910	0.23%
1993	51,213,177	1,322,942	2.52%
1992	51,964,578	1,040,155	1.96%
Mean <sup>3/</sup>	54,203,686	384,587	0.65%

Notes: 1/ See Page 72, Lines 21-23 of the Company's Annual Report to the D.T.E. for this information.

2/ The Company's current Annual Report to the D.T.E. is not available at the time of this filing. Accordingly, the Company used an internal report (i.e., Schedule 26) for this information.

3/ The Mean is calculated using all data reported.

**SUMMARY BSG / NORTHERN STAFFING HISTORY 1/  
FULL TIME AND PART TIME REGULAR EMPLOYEES  
DECEMBER 31, 1993 TO DECEMBER 31, 2003**

	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000 2/</u>	<u>2001 2/</u>	<u>2002 2/</u>	<u>2003 2/</u>	<u>Mean 3/</u>
<b>Total FT Head count</b>	<b>1,028</b>	<b>1,023</b>	<b>1,036</b>	<b>1,031</b>	<b>920</b>	<b>950</b>	<b>911</b>	<b>853</b>	<b>781</b>	<b>622</b>	<b>592</b>	<b>886</b>
<b>Total Part-time</b>	<b>-</b>	<b>49</b>	<b>26</b>	<b>-</b>	<b>57</b>	<b>52</b>	<b>26</b>	<b>23</b>	<b>20</b>	<b>13</b>	<b>24</b>	

Notes: 1/ Neither Granite State nor temporary employees were included in these statistics.

2/ Reported staffing levels ending 12/31/00 through 12/31/03 do not reflect employees who still work in New England and are now NiSource Corporate Service employees, positions that were eliminated in New England and now performed in other locations, or temporary positions.

3/ The mean is calculated using all total FT headcount data reported.

## **SUMMARY OF BSG CUSTOMER SATISFACTION SURVEY HISTORY**

### **Residential Customer Survey**

YEAR	RESULT
2002 <sup>1</sup> .....	6.2

### **Service Contact Survey**

YEAR	RESULT
2002 <sup>1</sup> .....	6.5

YEAR	RESULT
2001 .....	90.60%
2000 .....	90.50%
1999 .....	91.70%
1998 .....	92.60%
1997 .....	93.30%
MEAN	91.74%

1/ The Order issued in DTE 99-84 specified the wording for the survey questions and established a new scaling system that first went into effect in 2002; therefore no mean has been calculated.

**Bay State Gas Company  
Service Quality Report for CY 2003  
D.T.E. 04-12  
Section Three**

**Telephone Service Factor**

Percent of Non-Emergency and Emergency calls answered  
within 30 seconds (& 20 seconds, measured in parallel)

**Non-Emergency Calls**

**Target (for 30 seconds): 69.3%**

**2003 Performance (for 30 seconds): 73%**

Month	Number of calls	Answered within 30 seconds	Monthly Percent	Period Percent	% Answered within 20 seconds
Jan-03	83,017	48,993	59.0%	59.0%	55.0%
Feb-03	73,272	34,612	47.2%	53.5%	45.0%
Mar-03	80,261	35,982	44.8%	50.6%	43.4%
Apr-03	86,692	51,661	59.6%	53.0%	57.0%
May-03	99,337	58,975	59.4%	54.5%	57.5%
Jun-03	95,762	66,856	69.8%	57.3%	67.1%
Jul-03	82,401	73,796	89.6%	61.7%	86.8%
Aug-03	73,785	66,487	90.1%	64.8%	88.0%
Sep-03	78,245	70,153	89.7%	67.4%	88.2%
Oct-03	93,653	84,103	89.8%	69.9%	88.2%
Nov-03	68,920	63,295	91.8%	71.5%	89.6%
Dec-03	77,007	69,098	89.7%	73.0%	87.7%
<b>Year 2003</b>	<b>992,352</b>	<b>724,012</b>		<b>73.0%</b>	<b>70.7%</b>

**Emergency Calls**

**Target (for 30 seconds): 96.8%**

**2003 Performance (for 30 seconds): 96.9%**

Month	Number of calls	Answered within 30 seconds	Monthly Percent	Period Percent	% Answered within 20 seconds
Jan-03	5,599	5,267	94.1%	94.1%	90.3%
Feb-03	5,093	4,857	95.4%	94.7%	91.8%
Mar-03	4,459	4,362	97.8%	95.6%	95.0%
Apr-03	4,060	3,988	98.2%	96.2%	95.9%
May-03	4,561	4,494	98.5%	96.6%	95.2%
Jun-03	4,221	4,177	99.0%	97.0%	96.2%
Jul-03	3,711	3,637	98.0%	97.1%	94.5%
Aug-03	3,707	3,636	98.1%	97.2%	95.5%
Sep-03	4,120	4,003	97.2%	97.2%	94.4%
Oct-03	5,319	5,061	95.1%	96.9%	91.3%
Nov-03	5,222	5,053	96.8%	96.9%	93.1%
Dec-03	4,954	4,806	97.0%	96.9%	92.0%
<b>Year 2003</b>	<b>55,026</b>	<b>53,341</b>	<b>96.9%</b>	<b>96.9%</b>	<b>93.5%</b>

**Service Appointments Kept**

Percent of service calls met on same day as appointment was scheduled with the customer.

**Target: 97.5%**

**2003 Performance: 99.3%**

Month	Number of Appointments	Number met same day scheduled	Monthly Percent	YTD Percent
Jan-03	5,328	5,306	99.6%	99.6%
Feb-03	4,242	4,198	99.0%	99.3%
Mar-03	4,865	4,854	99.8%	99.5%
Apr-03	6,638	6,592	99.3%	99.4%
May-03	6,722	6,683	99.4%	99.4%
Jun-03	6,438	6,409	99.5%	99.4%
Jul-03	6,077	6,058	99.7%	99.5%
Aug-03	5,767	5,716	99.1%	99.4%
Sep-03	7,272	7,238	99.5%	99.4%
Oct-03	7,951	7,843	98.6%	99.3%
Nov-03	6,162	6,117	99.3%	99.3%
Dec-03	5,551	5,513	99.3%	99.3%
<b>Year 2003</b>	<b>73,013</b>	<b>72,527</b>		<b>99.3%</b>

**On-cycle Meter Reads**

Percent of actual reads for all meters due to be read at cycle time.

**Target: 89.6%**

**2003 Performance: 95.3%**

Month	Total Meters To Be Read	Total Actual Reads	Monthly Percent	Period Percent
Jan-03	279,256	255,462	91.5%	91.5%
Feb-03	281,971	268,401	95.2%	93.3%
Mar-03	280,053	268,610	95.9%	94.2%
Apr-03	279,055	266,875	95.6%	94.6%
May-03	278,777	267,846	96.1%	94.9%
Jun-03	283,653	272,225	96.0%	95.0%
Jul-03	279,394	269,348	96.4%	95.2%
Aug-03	280,272	266,909	95.2%	95.2%
Sep-03	277,883	267,325	96.2%	95.3%
Oct-03	279,487	269,174	96.3%	95.4%
Nov-03	280,706	269,610	96.0%	95.5%
Dec-03	278,422	267,663	96.1%	95.5%
Year 2003	2,520,314	2,403,001		95.3%

**Consumer Division Cases (per 1000 customers)**

Number of consumer cases recorded by the DTE Consumer Division

**Target: 1.6 cases per 1000 customers**

**2003 Performance: 1.34 cases per 1000 customers**

Month	DTE Cases
Jan-03	24
Feb-03	17
Mar-03	27
Apr-03	28
May-03	42
Jun-03	34
Jul-03	26
Aug-03	28
Sep-03	35
Oct-03	27
Nov-03	26
Dec-03	24
<b>Year 2003</b>	<b>338</b>

Total # residential customers at end of period	<b>253,130</b>
# cases per 1000 customers	<b>1.34</b>



### **Billing Adjustments**

Revenue adjustment amount resulting from the DTE intervention in a billing dispute between Bay State Gas and a Residential customer

**Target:      \$116.42 per 1000 customers**

**2003 Performance:   \$57.10**

<b>Month</b>	<b>Adjustments per 1000 cust.</b>
<b>Jan-03</b>	\$ 2,715.03
<b>Feb-03</b>	\$ 410.00
<b>Mar-03</b>	\$ 640.13
<b>Apr-03</b>	\$ 44.45
<b>May-03</b>	\$ 3,789.61
<b>Jun-03</b>	\$ 402.72
<b>Jul-03</b>	\$ 2,771.28
<b>Aug-03</b>	\$ 1,454.21
<b>Sep-03</b>	\$ 520.21
<b>Oct-03</b>	\$ 572.04
<b>Nov-03</b>	\$ 454.67
<b>Dec-03</b>	\$ 679.80
<b>Year 2003</b>	<b>\$ 14,454.15</b>

Total # residential customers at end of period	<b>253,130</b>
# cases per 1000 customers	<b>\$57.10</b>

**Lost Work Time Accident Rate (per 100 employees)**

**Lost Work Time Accident Rate** - Incident Rate of Lost Work Time Injuries and Illness per 200,000 Employee Hours as defined by the U.S. Department of Labor, Bureau of Labor Statistics.

**Target: 3.84 Lost Work Time Incidents per 100 employees**

**2003 Performance: 4.03**

**Restricted Work-Day Rate (per 100 employees) - Report Requirement Only**

**Restricted Work-Day Rate** - Incident Rate of Restricted Work cases per 200,000 Employee Hours as defined by the U.S. Department of Labor, Bureau of Labor Statistics.

Month	Hours Worked	Lost time		Restricted work	
		Number DAW Incidents	Monthly Incident Rate	# restricted work Incidents	Monthly Incident Rate
Jan-03	133,400	1.1	1.65	5	7.50
Feb-03	107,584	5	9.30	3	5.58
Mar-03	103,712	5	9.64	4	7.71
Apr-03	102,570	3	5.85	2	3.90
May-03	124,495	1	1.61	1	1.61
Jun-03	104,187	1	1.92	2	3.84
Jul-03	105,215	3	5.70	1	1.90
Aug-03	129,338	2	3.09	1	1.55
Sep-03	104,643	1	1.91	3	5.73
Oct-03	131,560	2	3.04	1	1.52
Nov-03	106,467	0.1	0.19	0	
Dec-03	105,638	3.2	6.06	4	7.57
<b>Year 2003</b>	<b>1,358,809</b>	<b>27</b>	<b>4.03</b>	<b>27</b>	<b>3.97</b>

### **Response to Odor Calls**

Percent of Odor Calls responded to in one hour or less.

**Target: 95%**

**2003 Performance: 97.7%**

Month	Number of calls	Number responded to within 1 hour	Monthly Percent	YTD Percent
Jan-03	2,169	2,135	98.4%	98.4%
Feb-03	2,291	2,242	97.9%	98.1%
Mar-03	1,791	1,758	98.2%	98.1%
Apr-03	1,695	1,677	98.9%	98.3%
May-03	1,989	1,947	97.9%	98.2%
Jun-03	1,606	1,572	97.9%	98.2%
Jul-03	1,366	1,345	98.5%	98.2%
Aug-03	1,372	1,333	97.2%	98.1%
Sep-03	1,588	1,551	97.7%	98.1%
Oct-03	2,276	2,211	97.1%	97.9%
Nov-03	2,121	2,061	97.2%	97.9%
Dec-03	2,151	2,069	96.2%	97.7%
<b>Year 2003</b>	<b>22,415</b>	<b>21,901</b>		<b>97.7%</b>

**Consumer Surveys - Report Requirement Only**

**Survey responses use a scale of 1 to 7 where:**

**1 = Very dissatisfied and 7 = Very satisfied**

**Contact Center Survey** - Survey of customers randomly selected from those customers who contacted the Company's Customer Service Department within the year in which service is being measured.

**MA Residential Customer Survey** - Customer satisfaction of a statistically representative sample of Residential Customers.

Month	Contact Center Survey vol. 1/	Rating	MA Residential Customers Survey vol. 2/	Rating
Jan-03	26	6.4	-	-
Feb-03	37	5.8	-	-
Mar-03	37	6.4	-	-
Apr-03	35	6.5	208	6.2
May-03	34	6.0	-	-
Jun-03	32	6.1	-	-
Jul-03	32	6.5	-	-
Aug-03	37	6.2	-	-
Sep-03	34	6.4	-	-
Oct-03	39	5.7	204	6.3
Nov-03	30	6.1	-	-
Dec-03	31	6.4	-	-
<b>Year 2003</b>	<b>404</b>	<b>6.2</b>	<b>412</b>	<b>6.2</b>

**Notes:**

1/ The Contact Center Survey was conducted by Wilkerson Associates, Louisville, KY.

2/ The MA Residential Customer Survey was conducted by Research Data Analysis, Inc., Bloomfield Hills, MI.

### **Customer Service Guarantees**

Failure to keep appointments scheduled with the customer or failure to notify customers of a planned interruption (outage) will result in a \$25 credit to the customer.

<b>Month</b>	<b>Appointments missed by &gt; 4hrs.</b>	<b>Planned outages not notified</b>	<b>Penalties credited to Customers</b>
<b>Jan-03</b>	8	0	\$ 200.00
<b>Feb-03</b>	7	0	\$ 175.00
<b>Mar-03</b>	2	0	\$ 50.00
<b>Apr-03</b>	0	0	\$ -
<b>May-03</b>	3	0	\$ 75.00
<b>Jun-03</b>	10	0	\$ 250.00
<b>Jul-03</b>	6	0	\$ 150.00
<b>Aug-03</b>	9	0	\$ 225.00
<b>Sep-03</b>	18	0	\$ 450.00
<b>Oct-03</b>	23	0	\$ 575.00
<b>Nov-03</b>	22	0	\$ 550.00
<b>Dec-03</b>	19	0	\$ 475.00
<b>Year 2003</b>	127	0	\$ 3,175.00

**Bay State Gas Company**  
**Service Quality Report for CY 2003**  
**D.T.E. 04-12**  
**Appendix A**

Bay State Gas Company  
 CALENDAR YEAR 2003  
 CAPITAL SPENDING DETAIL

	(Col 1) 12 MONTH ACTUAL	(Col 2) 12 MONTH BUDGET	(Col 3) Year To Date Variance	(Col 4) Remain Plan	(Col 5) Adjustments to Remain Plan	(Col 6) Revised Remain Plan	(Col 7) Transfers	(Col 1 + 6 + 7) Year-End Forecast	2003 Plan	Variance Over(Under)
<b>GROWTH</b>										
New Mains Installed										
Units	119,082	140,780	(21,698)	0	0	0	0	119,082	140,780	(21,698)
Unit Cost	\$12.39	\$9.27	\$3.12					\$12.39	\$9.27	\$3.12
Dollars	1,475,846	1,305,734	170,112	0	0	0	0	1,475,846	1,305,734	170,112
New Residential Service										
Units	2,550	2,092	458	0	0	0	0	2,550	2,092	458
Unit Cost	\$1,158.40	\$1,358.17	(\$199.77)					\$1,158.40	\$1,358.17	(\$199.77)
Dollars	2,953,919	2,841,300	112,619	0	0	0	0	2,953,919	2,841,300	112,619
New C&I Service										
Units	437	530	(93)	0	0	0	0	437	530	(93)
Unit Cost	\$2,036.99	\$1,921.73	\$115.26					\$2,036.99	\$1,921.73	\$115.26
Dollars	890,166	1,018,518	(128,352)	0	0	0	0	890,166	1,018,518	(128,352)
New Residential Meters										
Units	3,277	3,320	(43)	0	0	0	0	3,277	3,320	(43)
Unit Cost	\$70.42	\$65.31	\$5.11					\$70.42	\$65.31	\$5.11
Dollars	230,761	216,830	13,931	0	0	0	0	230,761	216,830	13,931
New C&I Meters										
Units	296	541	(245)	0	0	0	0	296	541	(245)
Unit Cost	\$1,367.34	\$1,227.02	\$140.32					\$1,367.34	\$1,227.02	\$140.32
Dollars	404,734	663,819	(259,085)	0	0	0	0	404,734	663,819	(259,085)
BMIP	92,550	0	92,550	0	0	0	0	92,550	0	92,550
<b>SPECIAL PROJECTS</b>	0	0	0	0	0	0	0	0	0	0
<b>Total Growth</b>	<b>6,047,976</b>	<b>6,046,201</b>	<b>1,775</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,047,976</b>	<b>6,046,201</b>	<b>1,775</b>
<b>RENTALS</b>										
New Resid CB										
Units	34	83	(49)	0	0	0	0	34	83	(49)
Unit Cost	\$1,266.56	\$1,231.08	\$35.47					\$1,266.56	\$1,231.08	\$35.47
Dollars	43,063	102,180	(59,117)	0	0	0	0	43,063	102,180	(59,117)
New C&I CB										
Units	0	12	(12)	0	0	0	0	0	12	(12)
Unit Cost		\$6,234.83							\$6,234.83	
Dollars	8,993	74,818	(65,825)	0	0	0	0	8,993	74,818	(65,825)
New Water Heaters										
Units	1,339	1,722	(383)	0	0	0	0	1,339	1,722	(383)
Unit Cost	\$600.73	\$574.43	\$26.30					\$600.73	\$574.43	\$26.30
Dollars	804,380	989,168	(184,788)	0	0	0	0	804,380	989,168	(184,788)
Replacement Water Heater										
Units	2,007	2,580	(573)	0	0	0	0	2,007	2,580	(573)
Unit Cost	\$521.26	\$509.97	\$11.29					\$521.26	\$509.97	\$11.29
Dollars	1,046,176	1,315,723	(269,547)	0	0	0	0	1,046,176	1,315,723	(269,547)
<b>Total Rentals</b>	<b>1,902,612</b>	<b>2,481,889</b>	<b>(579,277)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,902,612</b>	<b>2,481,889</b>	<b>(579,277)</b>
<b>METER WORK</b>										
Upgrade Meter Fits										
Units	2,228	1,565	663	0	0	0	0	2,228	1,565	663
Unit Cost	\$135.21	\$230.33	(\$95.12)					\$135.21	\$230.33	(\$95.12)
Dollars	301,246	360,469	(59,223)	0	0	0	0	301,246	360,469	(59,223)
Instrumentation										
Units	231	427	(196)	0	0	0	0	231	427	(196)
Unit Cost	\$55.24	\$91.96	(\$36.72)					\$55.24	\$91.96	(\$36.72)
Dollars	12,760	39,265	(26,505)	0	0	0	0	12,760	39,265	(26,505)
Relocate Meter Fits										
Units	165	501	(336)	0	0	0	0	165	501	(336)
Unit Cost	\$130.87	\$169.84	(\$38.97)					\$130.87	\$169.84	(\$38.97)
Dollars	21,594	85,089	(63,495)	0	0	0	0	21,594	85,089	(63,495)
Residential Metscan										
Units	6	0	6	0	0	0	0	6	0	6
Unit Cost	\$459.83							\$459.83		
Dollars	2,759	0	2,759	0	0	0	0	2,759	0	2,759
C&I Metscan										
Units	13	535	(522)	0	0	0	0	13	535	(522)
Unit Cost	\$643.85	\$152.13	\$491.72					\$643.85	\$152.13	\$491.72
Dollars	8,370	81,388	(73,018)	0	0	0	0	8,370	81,388	(73,018)
<b>Total Meter Work</b>	<b>346,729</b>	<b>566,211</b>	<b>(219,482)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>346,729</b>	<b>566,211</b>	<b>(219,482)</b>

Bay State Gas Company  
CALENDAR YEAR 2003  
CAPITAL SPENDING DETAIL

	(Col 1) 12 MONTH ACTUAL	(Col 2) 12 MONTH BUDGET	(Col 3) Year To Date Variance	(Col 4) Remain Plan	(Col 5) Adjustments to Remain Plan	(Col 6) Revised Remain Plan	(Col 7) Transfers	(Col 1 + 6 + 7) Year-End Forecast	2003 Plan	Variance Over(Under)
<b>REPLACEMENTS</b>										
Replacement Mains										
Units	79,966	81,266	(1,300)	0	0	0	0	79,966	81,266	(1,300)
Unit Cost	\$50.95	\$37.03	\$13.91					\$50.95	\$37.03	\$13.91
Dollars	4,073,916	3,009,359	1,064,557	0	0	0	0	4,073,916	3,009,359	1,064,557
Replacement Resid Serv										
Units	1,678	1,954	(276)	0	0	0	0	1,678	1,954	(276)
Unit Cost	\$1,278.03	\$967.02	\$311.00					\$1,278.03	\$967.02	\$311.00
Dollars	2,144,528	1,889,658	254,870	0	0	0	0	2,144,528	1,889,658	254,870
Replacement C&I Serv										
Units	202	137	65	0	0	0	0	202	137	65
Unit Cost	\$577.79	\$1,511.90	(\$934.11)					\$577.79	\$1,511.90	(\$934.11)
Dollars	116,714	207,130	(90,416)	0	0	0	0	116,714	207,130	(90,416)
Uprate										
Units	0	0	0	0	0	0	0	0	0	0
Unit Cost										
Dollars	(654)	0	(654)	0	0	0	0	(654)	0	(654)
Joint Sealing										
Units	696	741	(45)	0	0	0	0	696	741	(45)
Unit Cost	\$868.57	\$483.83	\$384.73					\$868.57	\$483.83	\$384.73
Dollars	604,522	358,519	246,003	0	0	0	0	604,522	358,519	246,003
Keyholing										
Units	702	850	(148)	0	0	0	0	702	850	(148)
Unit Cost	\$323.33	\$333.29	(\$9.96)					\$323.33	\$333.29	(\$9.96)
Dollars	226,978	283,295	(56,317)	0	0	0	0	226,978	283,295	(56,317)
Cathodic Protection										
Units	171	330	(159)	0	0	0	0	171	330	(159)
Unit Cost	\$1,198.82	\$960.13	\$238.69					\$1,198.82	\$960.13	\$238.69
Dollars	204,999	316,844	(111,845)	0	0	0	0	204,999	316,844	(111,845)
Tie-Over										
Units	551	1,017	(466)	0	0	0	0	551	1,017	(466)
Unit Cost	\$684.93	\$517.73	\$167.20					\$684.93	\$517.73	\$167.20
Dollars	377,399	526,536	(149,137)	0	0	0	0	377,399	526,536	(149,137)
Misc- Meter Barriers										
Units	225	365	(140)	0	0	0	0	225	365	(140)
Unit Cost	\$120.04	\$141.25	(\$21.21)					\$120.04	\$141.25	(\$21.21)
Dollars	27,009	51,558	(24,549)	0	0	0	0	27,009	51,558	(24,549)
Special Projects	16,945	624,234	(607,289)	0	0	0	0	16,945	624,234	(607,289)
<b>EXPECTED SAVINGS 2003</b>	0	0	0	0	0	0	0	0	0	0
<b>Total Replacements</b>	<b>7,792,356</b>	<b>7,267,133</b>	<b>525,223</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,792,356</b>	<b>7,267,133</b>	<b>525,223</b>
<b>OTHER OPERATIONS</b>										
Regulators	1,192,612	280,000	912,612	0	0	0	0	1,192,612	280,000	912,612
Plant Work	354,764	158,500	196,264	0	0	0	0	354,764	158,500	196,264
Transportation	0	0	0	0	0	0	0	0	0	0
Meter Purchases	354,421	625,909	(271,488)	0	0	0	0	354,421	625,909	(271,488)
Small Projects	1,620	0	1,620	0	0	0	0	1,620	0	1,620
Special Projects	(680,000)	0	(680,000)	0	0	0	0	(680,000)	0	(680,000)
<b>ERT MASS &amp; NH</b>	0	0	0	0	0	0	0	0	0	0
<b>Total Other Operations</b>	<b>1,223,417</b>	<b>1,064,409</b>	<b>159,008</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,223,417</b>	<b>1,064,409</b>	<b>159,008</b>
<b>TECHNOLOGY</b>	<b>461,895</b>	<b>1,405,620</b>	<b>(943,725)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(4,327)</b>	<b>457,568</b>	<b>1,405,620</b>	<b>(948,052)</b>
<b>OTHER GENERAL</b>										
Office Equipment	12,085	0	12,085	0	0	0	0	12,085	0	12,085
Other Equipment	230,160	240,926	(10,766)	0	0	0	0	230,160	240,926	(10,766)
Small Projects	147,890	0	147,890	0	0	0	0	147,890	0	147,890
<b>Total Other</b>	<b>390,135</b>	<b>240,926</b>	<b>149,209</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>390,135</b>	<b>240,926</b>	<b>149,209</b>
Overheads	5,700,349	3,489,205	2,211,144	0	0	0	0	5,700,349	3,489,205	2,211,144
Indirect Supv & Non Prod	3,759,829	3,624,862	134,967	0	0	0	0	3,759,829	3,624,862	134,967
	0	0	0	0	0	0	0	0	0	0
<b>Total Overheads</b>	<b>9,460,178</b>	<b>7,114,067</b>	<b>2,346,111</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,460,178</b>	<b>7,114,067</b>	<b>2,346,111</b>
<b>Total LDC Capital</b>	<b>27,625,298</b>	<b>26,186,456</b>	<b>1,438,842</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(4,327)</b>	<b>27,620,971</b>	<b>26,186,456</b>	<b>1,434,515</b>